

# Analyze Your Conflict with 2 Conflict Models

Folger, Poole, & Stutman. (2016). Working Through Conflict. Routledge.

# **DIFFERENTIATION &**

**INTEGRATION** 

#### 1. Differentiation

- What roles are people playing?
- What is the conflict about?
- What patterns of behavior are people engaging in?
- What assumptions are keeping the conflict active and alive?

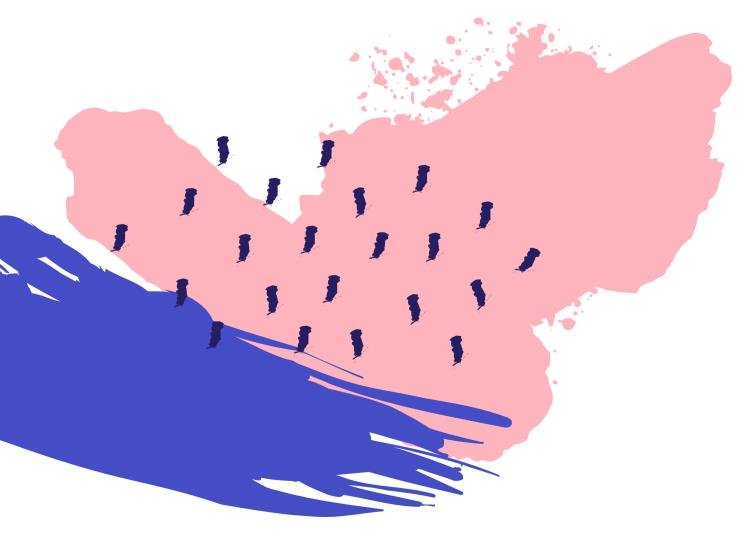
### 2. Integration

- Appreciation of similarities
- Positive interactions toward resolution
- Own behavior and approaches
- Problem solving
- Identify mutual purpose
- Identify underlying needs & interests

<u>3. Open Conflict</u> - Parties really <u>'feel'</u> the conflict

<u>2. Perceived Conflict</u> - Parties
<sup>7</sup> become aware of conflict

<u>1. Latent Conflict</u> - Conflicting issues exist but all parties aren't aware yet.



<u>4. Manifest Power</u> – parties act on their feelings in conflict

- Asserting power
- Gossiping
- Yelling
- Name calling
- Triangulation
- Passive Aggression
- Identifying own underlying interests & needs
- Identifying others' underlying interests & needs
- Curious questions

## <u>5. Aftermath</u>

- New relationships
- New agreements
- New dynamics
- Assessment

#### **PONDY'S MODEL**



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